

# BETH MICHAEL

## *Chief Customer Service Champion*

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Beth is the Chief Customer Service Champion at Meridian Cooperative. This role is dedicated to working horizontally across divisions to elevate our customers' experience. Beth's entire career has been serving customers, building relationships, and delivering solutions.

Beth joined Meridian Cooperative in 2009 as a Billing Implementer and Trainer. Later, she would be named Vice President of Field Implementation, then the Vice President of Territory Management and then, Vice President of Product Support. Previously, she spent 16 years as the Manager of Customer Care at a large electric cooperative in North Carolina. A proven leader, she uses her knowledge and experience to benefit our customers and inspire our team members.

